

IN THE CLAIMS

Please substitute claims 1-19 with the following:

1. (Currently Amended) An information processing apparatus for replying to an inquiry comprising:

means for ~~storing reply priority information assigned to each~~ assigning a reply priority to said inquiry;

means for determining whether a solution to said inquiry is stored; and

means ~~coupled to said reply priority information storing~~ means for replying to each of said inquiry ~~in consideration of said~~ based on said reply priority information.

2. (Currently Amended) An information processing apparatus as claimed in Claim 1, further comprising:

means coupled to said ~~reply priority information storing~~ assigning means for setting said reply priority to said inquiry upon reception.

3. (Original) An information processing apparatus as claimed in Claim 1, further comprising:

means coupled to said replying means for storing past and new inquiries together with their solutions to respective inquiry.

4. (Currently Amended) An information processing apparatus as claimed in Claim 3, further comprising:

~~means coupled to said reply priority information storing means for communication to said replying means, and~~

second reply means, wherein

when said inquiry is already stored but the solution for said inquiry is not stored in said past and new inquiry storing means, the reply priority for the inquiry is revised to be higher value and thus revised reply priority is transferred to said second reply means together with the inquiry.

5. (Currently Amended) An information processing system, comprising:

an electronic device for transmitting/receiving information;

a communication network to be coupled to said electronic device for communicating said information there-through;

means for determining whether a result of processing relating to said information is stored; and

reply means coupled to said communication network for executing a said processing relating to said information based on reply priority assigned to said information if said determining means determines that the result is not stored and for transmitting the result of said processing to said electronic device by way of said communicating network.

6. (Original) An information processing system as claimed in Claim 5, further comprising:

means coupled to said reply means for setting priority upon replying to a received information.

7. (Original) An information processing system as claimed in Claim 5, further comprising:

means coupled to said reply means for storing solutions for the received information.

8. (Currently Amended) An information processing system as claimed in Claim 5, ~~further comprising:~~

~~means coupled to said reply means for communicating to said replying means,~~ wherein when the solution for said information is not stored in said solution storing means, the reply priority for the information is revised and thus revised reply priority is supplied to said reply means.

9. (Currently Amended) An information processing system, comprising:
an electronic device for transmitting/receiving information;
a communication network to be coupled to said electronic device for communicating said information from said electronic device;

means for determining whether a result of processing relating to said information is stored;

a first reply means coupled to said network for executing a said processing relating to said information based on reply priority assigned to said information if said determining means determines that the result is not stored and for transmitting the result of said processing to said electronic device by way of said communicating network; and

a second reply means coupled to said first reply means for processing related to said information transferred from said first reply means and for transferring thus processed result to said first reply means.

10. (Original) An information processing system as claimed in Claim 9, wherein said electronic device is a computer device.

11. (Original) An information processing system as claimed in Claim 9, wherein said electronic device is a telephone device.

12. (Original) An information processing system as claimed in Claim 9, wherein when said information is already received but is remained unsolved, the reply priority for the information is revised to be higher value at said first reply means.

13. (Currently Amended) Method for processing information having priority concept comprising the steps of:

receiving an inquiry;

~~storing~~ assigning a reply priority information upon replying to an inquiry assigned to each inquiry at every time when each of said inquiry is received to said inquiry;

determining whether a solution to the inquiry is stored; and

replying to ~~each of~~ said inquiry ~~in consideration of~~ based on said reply priority information when said inquiry is received.

14. (Currently Amended) Method for processing information as claimed in Claim 13, further comprising the step of:

setting said reply priority ~~information~~ upon replying to an inquiry by priority setting means.

15. (Currently Amended) Method for processing information as claimed in Claim 13, further comprising the step of:

~~storing solution methods for solving inquiry in a solution storing means;~~

revising the reply priority for the information when the solution for the information is not stored in said solution storing means; and

~~communicating to said replying means, wherein~~

supplying said revised reply priority ~~is supplied to said replying means is said communication step.~~

16. (Currently Amended) An information recording medium recorded a program readable by a computer, said program comprising the steps of:

receiving an inquiry;

~~storing~~ assigning a reply priority information upon replying to an inquiry assigned to each inquiry at every time when each of said inquiry is received to said inquiry;

determining whether a solution to the inquiry is stored; and

replying to ~~each of~~ said inquiry ~~in consideration of~~ based on said reply priority ~~information when said inquiry is received.~~

17. (Currently Amended) An information recording medium as claimed in Claim 16, said program further comprising the step of:

setting said reply priority ~~information~~ upon replying to an inquiry by priority setting means.

18. (Currently Amended) An information recording medium as claimed in Claim 16, said program further comprising the step of:

~~storing priority information upon replying to an inquiry assigned to each inquiry at every time when each of said inquiry is done; and~~

revising the reply priority for the information when the solution for the information is not stored in said solution storing means; and

~~replying to each of said inquiry in consideration of said reply priority information when said inquiry is received~~ supplying said revised reply priority to said replying means.

19. (Currently Amended) An information transmitting medium for transmitting a computer program having function to reply to an information, said computer program executes the steps of:

receiving an inquiry;

~~storing~~ assigning a reply priority information upon replying to an inquiry assigned to each inquiry at every time when each of said inquiry is received to said inquiry;

determining whether a solution to the inquiry is stored; and

replying to ~~each of said inquiry in consideration of~~ based on said reply priority information ~~when said inquiry is received.~~